

CHRIS J. POPP

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PROFESSIONAL SUMMARY

Accomplished Lead UX Designer and Product Designer with experience in crafting user-centric products and SaaS design systems that balance usability and functionality. Proficient in design thinking, transforming complex technical information into user-friendly content.

Expertise in the software development life cycle, delivering efficient solutions aligned with industry standards. Strong in cross-functional collaboration, building stakeholder relationships, and mentoring design teams to deliver high-quality outcomes while creating intuitive and innovative digital experiences that meet user needs and business objectives.

WORK EXPERIENCE

CREDIT ONE BANK

Lead UX/UI Designer (Contract)

Las Vegas, NV

March 2024 – Present

- Led a team of 4 designers in an Agile environment, refining 200+ user stories and enhancing SaaS product workflows, resulting in a 30% increase in user satisfaction.
- Spearheaded the CASH Modernization design system initiative, applying Atomic Design principles to improve internal tooling efficiency by 40% and align design with scalable development practices.
- Directed UX/UI strategy for credit card collection tools, driving process improvements that led to a 23% faster collection rate.
- Designed and implemented an ADA, WCAG 2.1, and Section 508 compliant design system in Figma, featuring 2,700+ reusable components and 80+ styles, supporting high-volume call center operations.

Nevada Gaming Control Board

Senior UX/UI Designer (Contract)

Las Vegas, NV

June 2021 – October 2023

- As part of the modernization of the NGCB's modernization project, created a design system in Figma with over 1800 components while implementing ADA, WCAG 2.1 and Section 508 accessibility for SaaS applications used by over 3,000 state gaming properties, improving efficiency by 40%.
- Ensured 100% compliance with regulatory standards and user requirements by working closely with stakeholders, safeguarding product integrity and user trust.
- Improved product design by conducting 60+ user research studies, surveys, and usability tests, leading to a 20% increase in user task efficiency.

Navient

Product Designer (Contract)

Remote

January 2021 – June 2021

- Utilized established custom design system based on the Ant Design React UI library for internal and external financial processing SaaS application while adding 460 new components using Figma.
- Worked with Lead UX Designer to produce mockups and prototypes for stakeholders.

Benefit Express

Senior UX/UI Designer

Schaumburg, IL

November 2017 – December 2019

- Designed a custom design system with over 1500 components and 60 styles for a healthcare benefit management SaaS platform with ADA, WCAG 2 and Section 508 accessibility for SaaS applications.
- Led user research and usability testing for 50+ projects, implementing accessible, user-centered design solutions that boosted user engagement by 25%.
- Created print and digital media assets, enhancing user engagement by 62%.
- Implemented accessibility standards, contributing to a 24% increase in sales.

Motorola Solutions

Product Designer (Contract)

Remote
May 2016 – June 2017

- Developed mockups and prototypes for an internal responsive catalog system with over 2,000 products.
- Designed over 500 mockups to optimize an order management system, reducing call times by 31%.
- Optimized design strategies through research and competitive analysis, incorporating best practices that resulted in a 15% improvement in product usability.

Blue Honu Design

Senior UX/UI Designer

Schaumburg, IL
September 2000 – February 2024

- Designed and developed over 900 custom websites using HTML, CSS, Bootstrap, and JavaScript.
- Consulted on digital marketing strategies for 300 clients, managing end- to-end projects.
- Delivered UX/UI solutions across various sectors, ensuring compliance with ADA, WCAG 2.1 and Section 508 accessibility.

EDUCATION

Maui Community College

Associate of Science, Computer and Information Sciences

Kahului, HI
August 1991 – May 1993

ADDITIONAL

Tech Skills: UX, Interaction design, Data visualization, Google Analytics, Usability Testing, Software Development Life Cycle SDLC, HTML, Wireframing, Adobe Creative Suite, Figma, UI design, Adobe Photoshop, Visual Design, Azure DevOps, Miro, FigJam, Lucidchart, Visual Studio, Prototyping, User research, Confluence, Jira, CSS, Bootstrap

Soft Skills: Public Speaking, Cross-functional, Communication skills, Innovation and Adaptability, Presenting, Mentoring

Hard Skills: Agile Methodologies, Microsoft Teams, Product strategy